

- g) Appointments are given to clients with minimum delay.

We are accredited as part of the Law Society's Conveyancing Quality Scheme. The scheme is designed to improve the transparency of transactions, raise service levels and provide better communicator and a more effective process. To achieve this we need your authority to enable us to share information with other parties involved in the transaction and any related chain of transactions. By signing and returning the copy of this letter you will be confirming that we have your authority to provide information to other parties in accordance with the Law Society Conveyancing Protocol.

I refer you to the enclosed Terms of Business which complement these service standards.

Ison Harrison Limited is owned and managed by the partners of Ison Harrison solicitors. We share the same values, procedures and objectives. For example the complaints procedure is the same and it involves the same people. The company and partnership share client details to ensure that conflicts do not arise and to facilitate in the marketing of their respective legal services. For more information regarding the company and Ison Harrison solicitors please go to www.isonharrisonltd.co.uk.

Please let me know if, at any stage, you feel our standards can be improved.

Will Review

It is important that you have an up to date and valid Will. If you have an existing Will you should consider having it reviewed as this transaction may affect it. If you do not have a Will, my firm would be happy to prepare one for you. Please advise if you would like our Wills and Probate department to contact you.

What I need from you

Please ensure that you return / complete, date and sign as appropriate the following:-

- a) Copy of this letter;
- b) Completed questionnaire;
- c) Completed ID Certification Letter;
- d) Property Information form and Fixtures and Fittings Form when you have found a buyer;
- e) Documents for proof of identity as set out in the questionnaire.

The checklist at the end of the questionnaire will help you not to forget anything. Please feel free to telephone me for clarification if there is anything in this letter that you do not understand.

Raising Concerns

Ison Harrison is committed to high quality legal advice and client care. Unfortunately like most businesses we do occasionally get complaints. If you are unhappy about any aspect of the service you have received or about the bill, please contact Jonathan Wearing our Managing Partner on 0113 2845000 or by post to Ison Harrison Duke House 54 Wellington Street Leeds LS1 2EE. We have a procedure in place which details how we handle complaints which is available on our website at www.isonharrison.co.uk/contact-us/complaints.

If you are still not satisfied, you can contact the Legal Ombudsman (PO Box 6806, Wolverhampton WV1 9WJ, telephone 0300 555 0333, email enquiries@legalombudsman.org.uk) about your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within twelve months of receiving a final written response from us about your complaint **and** with the following timescales;

- a) Six years from the date of the act or omission about which you are complaining occurring, **or**
- b) Three years from the date you should have reasonably have known that there were grounds for complaint.